



User's Manual for 25-Channel Caller ID/Call Waiting Cordless Telephone 7710

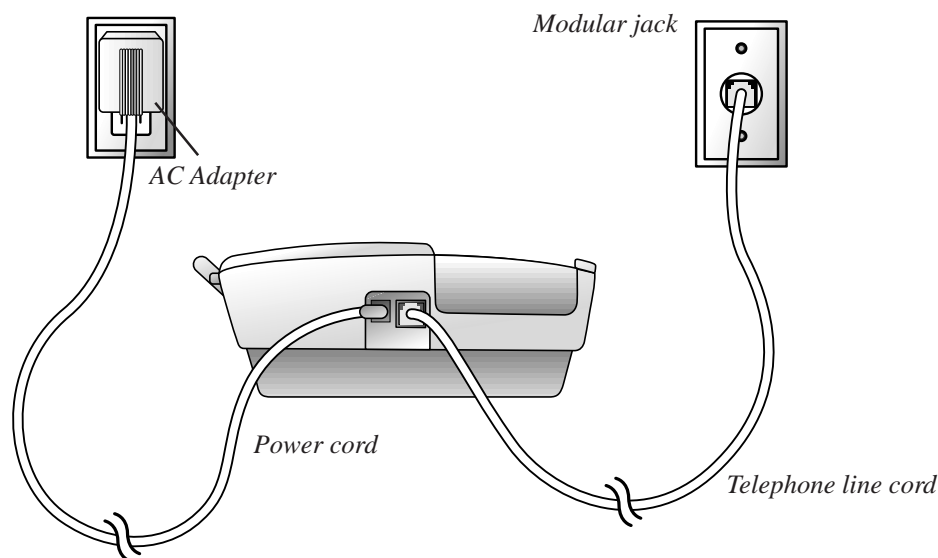
*Fold open this manual for information
about this telephone's installation and
operation. Please read **Part 1** —
Important Product Information,
included in this package.*



Part 2

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I N S T A L L A T I O N



FOR TABLE/DESK INSTALLATION

1 Choose a spot near an electrical outlet and a telephone jack.

This phone requires a modular telephone jack and a standard electrical outlet (110v AC).

2 Install the handset battery.

- Plug the battery pack connector into the handset and place the battery pack into the case, so the wires rest between the battery pack and the case.
- Place the battery case cover on the handset by sliding it on its track up over the battery case until it snaps firmly in place.

3 Set the RINGER switch.

Set the switch on the side of the handset to **ON** so the handset will ring. When this switch is set to **OFF** the handset will not ring.

NOTE: If you set the **RINGER** switch to **OFF**, the handset battery will last longer. However, when the **RINGER** is set to **OFF**, no incoming call information will appear in the display, and the handset will not ring or page.

4 Connect the telephone line cord.

Plug one end of the telephone line cord into the jack labeled **TEL LINE** on the back of the base. Plug the other end of the line cord into a modular phone jack. Make sure the plug snaps firmly in place.

5 Connect the power cord.

Plug the power cord into the jack labeled **POWER** on the back of the base. Plug the AC adapter on the power cord into an electrical outlet.

6 Charge the handset batteries before use.

Place the handset face down or face up in the base. The **CHARGING** light on the base goes on to show the handset is in the right position to charge the batteries. Model 7710 requires 10 hours of charge time.

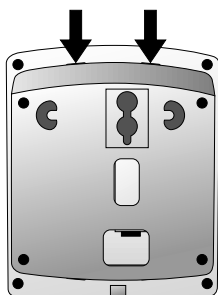
7 Set the dial mode.

If you have tone service, the phone will be ready to use as soon as the battery is charged. If you have dial pulse service, you'll need to set the dial mode.

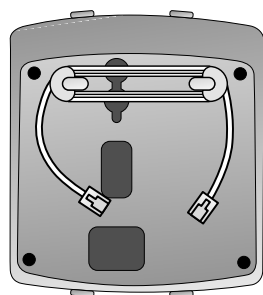
- Press **[MENU]**.
- Use the softkey to select **SETUP** (see "About Softkeys" in **TELEPHONE OPERATION**, Panel 3).
- Use the softkey and continue to select **NEXT** until the screen displays **DIAL MODE: TONE**.
- Use the softkey to select **CHANGE**. The screen displays **DIAL MODE: PULSE**.
- Press **[MENU]** to exit.

To change back to tone dialing, follow steps a to d.

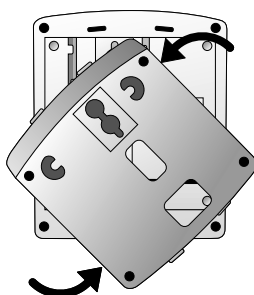
I N S T A L L A T I O N



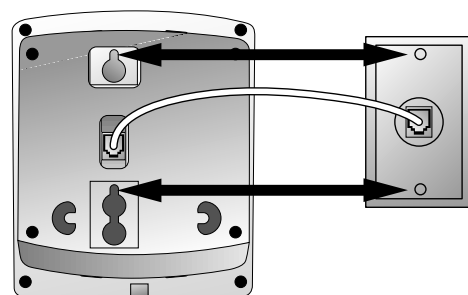
Remove the mounting bracket



Wrap the line cord around the crescent-shaped tabs



Feed the line cord through the center opening, and attach the base with the larger end toward the bottom



Connect the line cord to the wall jack, and mount the base on the wall.

FOR WALL INSTALLATION

The wall-mounting bracket is a wedged, triangular plastic piece attached to the bottom of the base. You'll need to attach this piece so the thickest end of the bracket is facing the floor when you wall-mount the base.

1 Remove the mounting bracket.

Push in on the two tabs at the large end of the triangular mounting bracket, and lift it off the unit.

2 Follow Steps 2, 3, 4 in TABLE/DESK INSTALLATION.

3 Connect the power cord to the base.

Plug the power cord into the jack labeled **POWER** on the back of the base.

4 Guide the power cord from the jack through the straight channel on the base.

Let the excess cord extend straight out of the end of the channel that is farthest from the jack.

5 Connect the telephone line cord.

Plug one end of the line cord into the jack on the base. Guide the cord from the jack through the curved channel on the bottom of the base. Wrap any excess line cord around the 2 crescent-shaped tabs on the

underside of the wall-mounting bracket. (Make sure you leave enough cord free to extend to the wall jack.)

6 Feed the free end of the line cord through the rectangular opening in the center of the bracket.

7 Connect the line cord to the wall jack.

Make sure it snaps firmly into place.

8 Mount the base on the wall.

Hold the base so the mounting knobs on the wall plate fit the keyhole slots on the base. Slide the base down onto the knobs until it locks into the place.

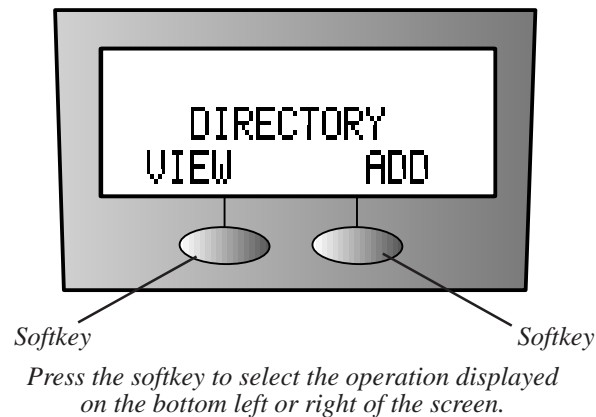
If your base does not fit your wall bracket, use wall bracket model 149A on the existing wall jack.

This bracket was designed to fit most wall phone jacks with mounting studs, and allows you to mount the cordless telephone base directly over an existing phone jack. Follow the directions on the wall bracket package to complete installation. It is available at most retailers.

9 Plug the AC adapter on the power cord into an electrical outlet.

10 Follow Steps 6 and 7 in TABLE/DESK INSTALLATION.

TELEPHONE OPERATION



About Softkeys

This telephone has been designed with your convenience in mind, offering you many features which you can access using the two “softkeys” shown in the illustration. By pressing the softkey below the operation indicated on the display screen, you select that operation.

Making a Call

- 1 Press **[PHONE]**, and wait for the PHONE light to go on.
- 2 When you hear a dial tone, dial the number.
- 3 See the TELEPHONE MEMORY and CALLER ID sections of this manual for more calling options.

Answering a Call

Press **[PHONE]**. The PHONE light goes on, and the call is connected.

Ending a Call

To end a call, place the handset in the base, or press **[PHONE]**. The PHONE light goes off.

Redial

The last number dialed (up to 16 digits) on this phone is stored in redial memory until you dial another number.

- 1 Press **[PHONE]**.
- 2 When you hear the dial tone use the softkey to select REDIAL.

Battery Saver Feature

Set the **RINGER** switch on the side of the handset to **OFF** to prevent the handset from ringing. (Your handset may still display Caller ID information or page up to 15 seconds after you set the switch to **OFF**.)

When the ringer switch is set to **OFF**, the handset stays ready to use for up to 21 days in standby mode before you have to return it to the base for recharging. You can still use the handset to make a call or to answer a call if you hear an extension phone ringing. When the switch is set to **OFF**, the screen will not display incoming call information, but the information will be stored in the call history.

When the ringer switch is set to **ON**, the handset stays ready to use for up to 12 days.

Handset Volume

The handset volume can be set to three different levels. Each time you press **[VOLUME]** the level changes.

Temporary Tone

NOTE: If you have touch tone service, you don't need to use the Temporary Tone feature.

If you have dial pulse (rotary) service, this feature allows you to enter codes or tones needed to operate answering machines, or use electronic banking services, calling cards, and other special services. This feature will operate most special services; however, some services may actually require a touch tone line. To be sure, ask the company that provides the special service.

- 1 Dial the call, then press **[*]**. Any buttons pressed after this send tone signals.
- 2 After you hang up, the phone automatically returns to dial pulse (rotary) dialing.

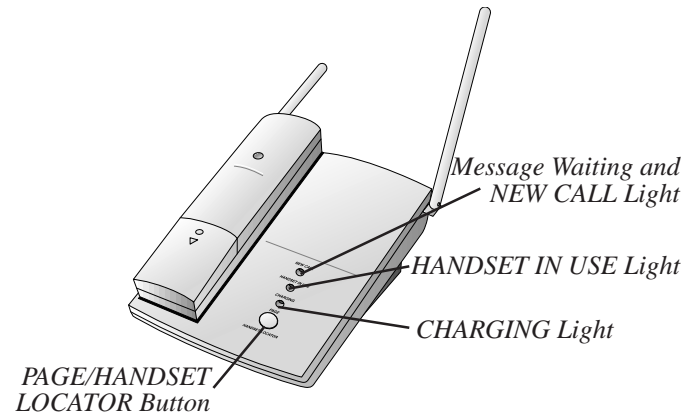
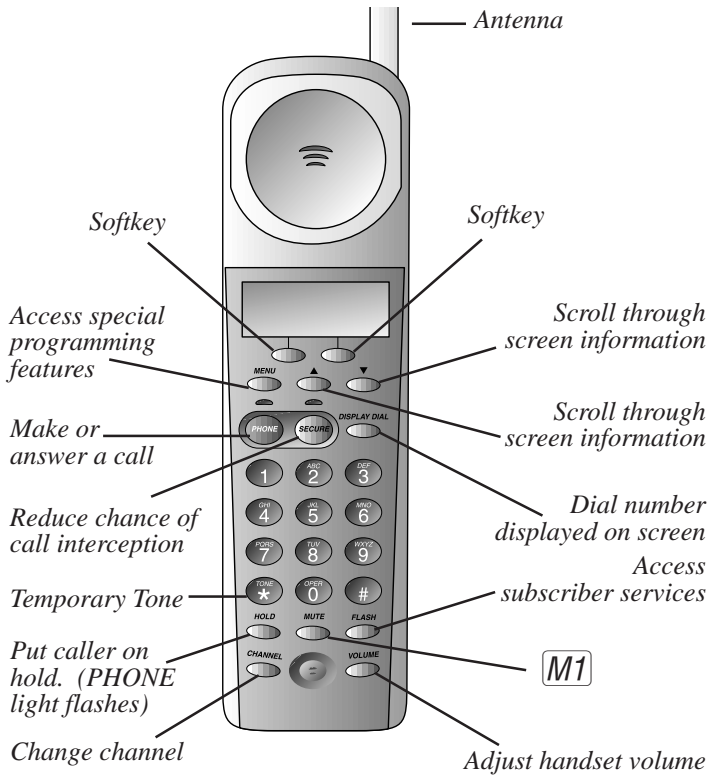
Hold

Press **[HOLD]** to put a call on hold (The PHONE light flashes while a call is on hold). To return to the call, press **[HOLD]** or press **[PHONE]** or lift the handset of an extension phone on the same line.

Flash

Press **[FLASH]** to activate custom-calling services such as Call Waiting or 3-Way Calling. You might have to press other buttons before or after **[FLASH]** as explained in custom-calling instructions provided by your local telephone company.

TELEPHONE OPERATION



Handset charges face up or face down

Page

The Page feature allows you to signal someone at the handset from the base.

- Make sure the Handset In Use light is not lit on the base.
- Press the PAGE/HANDSET LOCATOR button on the base. A 3-part paging tone will sound at the handset.

Handset Locator

This feature is useful if you misplace the handset.

To locate the handset using this feature: Press and hold the PAGE/HANDSET LOCATOR button on the base for approximately four seconds. A repeating paging tone is sounded in the handset.

To cancel the Handset Locator feature: Press any button on the handset or the PAGE/HANDSET LOCATOR button on the base.

NOTE: This feature will turn itself off in approximately 3 minutes if you haven't turned it off before then. The **RINGER** switch must be set to **ON** to operate the Page and Handset Locator features.

TELEPHONE MEMORY

You can store 20 telephone numbers and names. The telephone memory works with the Memory Match and Priority Ring features. When you receive a call from a number you've stored in memory, the screen displays the name information as you've stored it, not as the service sends it (for example, "MOM AND DAD"). Additionally, the phone alerts you to calls from priority numbers you've stored in memory with a special Priority Ring.

NOTE: You may want to set the **RINGER** switch to **OFF** while storing names and numbers in memory, or modifying setup options. If you do, wait 15 seconds before storing numbers or modifying options. When the **RINGER** is **ON**, you will be interrupted if the handset starts to ring.

Memory Guard

Information stored in telephone memory is protected even in the event of a power failure.

TELEPHONE MEMORY

Storing Numbers in Memory

- 1 Make sure the PHONE light is off.
- 2 Press **MENU**.
- 3 Use the softkey to select DIRECTORY.
- 4 Use the softkey to select ADD.



- 5 Enter the number you want to store (up to 16 digits).
- 6 Select DONE.
- 7 Follow the directions below to store a name
— OR —
Select DONE if you don't want to store a name.
- 8 Enter a two-digit memory location from 01-20 or press **M1**.

Storing a Name with a Number

- 1 Follow Steps 1 through 6 above.
- 2 Use the keypad to enter a name. To enter the first letter on a key, press the key once. To enter the second letter on the key, press the key twice. To enter the third or fourth letter on the key, press the key three or four times. (To enter subsequent letters from the same key, select SPACE once to move the cursor. Select SPACE twice to insert a space.)
- 3 Use the softkey to select DONE when you're finished entering letters.
- 4 Enter a two-digit memory location from 01-20 or press **M1**.

NOTE: This will activate the Memory Match feature.

Viewing Numbers in Memory

- 1 Press **MENU**.
- 2 Use the softkey to select DIRECTORY.
- 3 Select VIEW.
- 4 Press **▲** or **▼** to scroll through memory
— OR —
Enter the two-digit memory location or **M1**.
- 5 Select **MENU** to exit.

NOTE: Press **DISPLAY DIAL** to call the number displayed on the screen.

Dialing Memory Numbers

- 1 Press **PHONE**.
- 2 Use the softkey to select MEM.
- 3 Enter the two-digit memory location.

Dialing M1

- 1 Press **PHONE**.
- 2 Press **M1**.

Storing a Number Just Dialed in Telephone Memory

- 1 Press **MENU**.
- 2 Use the softkey to select DIRECTORY.
- 3 Select ADD.
- 4 Select REDIAL.
- 5 Follow Steps 6 to 8 under "Storing Numbers in Memory."

Replacing a Stored Number

You can replace a stored number by storing a new number in its place.

Storing a Pause in a Memory Number

While storing a memory number (see above), use the softkey to select PAUSE where you want dialing to pause for 2 seconds.

Priority Ring Numbers

When you store a number in memory, you can label it so that when a call is received from that number, the handset alerts you with a special ring that this is a priority call.

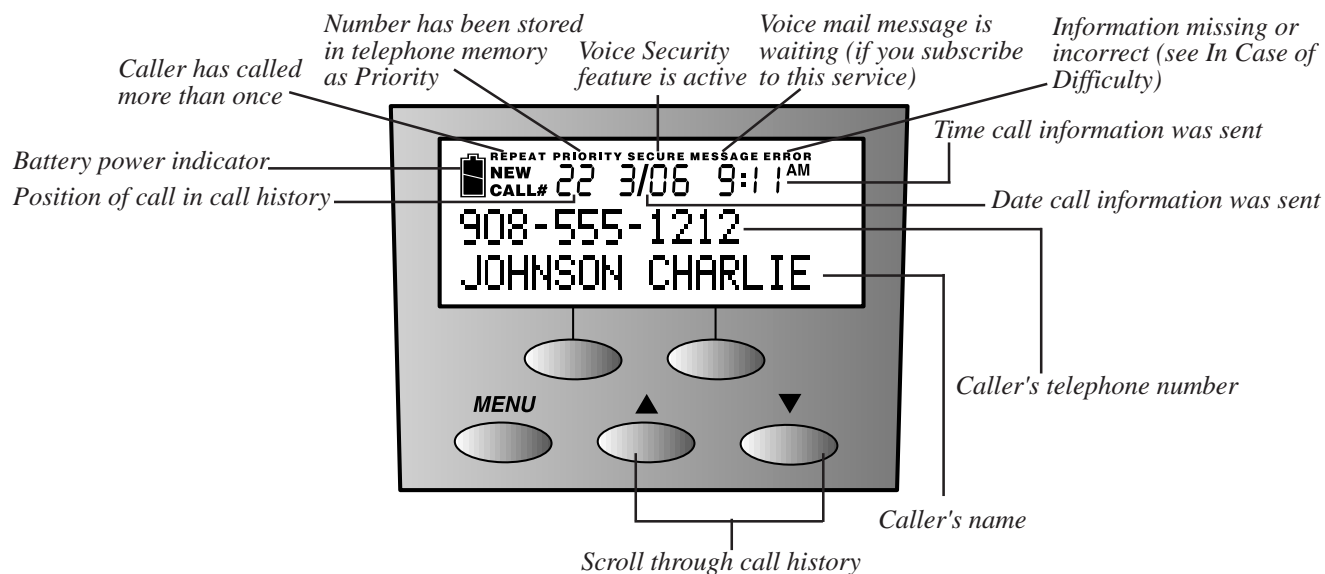
- 1 While viewing numbers in memory, use **▲** or **▼** to scroll to the desired location.
- 2 Press **✕** to activate Priority Ring for the displayed number (the screen displays **PRIORITY**). To deactivate Priority Ring, press **#**.

Storing Number from Call History in Telephone Memory

You can store information received from Caller ID in the telephone memory.

- 1 Use **▲** or **▼** to scroll to the number you want to store.
- 2 Press **MENU**.
- 3 Use the softkey to select OPTIONS.
- 4 Select STORE
- 5 Enter two-digit memory location from 01-20 or press **M1**.

CALLER ID



About Caller Identification

This telephone has a Caller ID feature that works with call identification service provided by your local telephone company. There is a fee for this service, and it may not be available in all areas. This phone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone companies use compatible equipment. Additionally, if you subscribe to Call Waiting, this phone lets you see who's calling while you're on another call (your telephone company must provide the service needed for this feature to work). The time and date are sent by the provider, along with the call information. Be sure to ask your provider for Type 2 Caller ID service.

Call Waiting

If you have Call Waiting with Caller ID service, the screen will display information about your call waiting call when you hear the call waiting signal. Press **FLASH** to access the call. Press **FLASH** again to return to the original call.

Turn Off Caller ID on Call Waiting

If you don't have Caller ID on Call Waiting service, you can turn this feature off (the phone comes with the feature on).

- 1 Press **MENU**.
- 2 Use the softkey to select **SETUP**.
- 3 Select **NEXT** until the screen displays **CIDCW: ON**.
- 4 Select **CHANGE**. The screen displays **CIDCW: OFF**.
- 5 Press **MENU**.

NEW CALL Light and Indicator

This light on the base stays on when you have received call information but have not yet reviewed it. The handset screen displays **NEW CALL** when showing unreviewed call information as you scroll through the call history. If you subscribe to voice mail service, see "Message Waiting Indicator."

Message Waiting Indicator

If you subscribe to voice mail, the handset screen displays **MESSAGE** when there is a message waiting and the **NEW CALL** light flashes on the base.

Voice mail signals are sent in one of two ways: FSK signaling or "stutter" signaling. (Your service provider can give you more information about your service.) The phone comes set to receive either service (FSK or stutter) your telephone company provides. However, you can follow the directions below to set the phone to receive only FSK signals, or to receive no signals.

- 1 Press **MENU**.
- 2 Use the softkey to select **SETUP**.
- 3 Select **NEXT** until the screen displays **VMW MODE**.
- 4 Select **CHANGE** until the screen displays **FSK**, **BOTH** (receives either kind of voice mail signal), or **OFF** (receives no voice mail signals).
- 5 Press **MENU**.

Turn Off Light

If the **NEW CALL** light on the base flashes even when you have no voice mail waiting, you can stop it from flashing. (This light remains on steadily when you have unreviewed Caller ID information.)

- 1 Press **MENU**.
- 2 Use the softkey to select **SETUP**. The screen displays **VMW LIGHT: ON**.
- 3 Select **CHANGE**. The screen displays **VMW LIGHT: OFF**.
- 4 Press **MENU**.

CALLER ID

Call List Options

You can customize how the phone stores call information. Select whether the system stores information about ALL CALLS received, or for NO CALLS. The system comes set to ALL CALLS.

- 1 Press **MENU**.
- 2 Use the softkey to select **SETUP**.
- 3 Select **NEXT** until the screen displays **LIST:ALL CALLS**.
- 4 Continue to select **CHANGE** to display **ALL CALLS** or **NO CALLS**.
- 5 Press **MENU** to exit.

Incoming Call History

This product assigns each incoming call a number from 1 to 99. The most recent call will have the highest number (for example, if 10 calls have been received, call number 10 is the most recent, and call number 1 is the oldest). When the call history is full, the oldest call information is deleted to make room for the new incoming call information.

Reviewing Call History

You can review information in the call history at any time by pressing either **▲** or **▼**. The screen displays the number of calls in the call history and how many, if any, are new. You can continue to use **▲** or **▼** to scroll through the call history. The screen displays the name (if your service provides this), number, date, and time of call simultaneously.

When you reach the end of the call history, the screen displays **END OF LIST**. Press **▲** or **▼** to continue reviewing the call history.

To exit the review, you can press either soft key or wait 30 seconds.

Display Dial

As you review calls in history, you can dial a displayed phone number, by pressing **DISPLAY DIAL**. The screen displays the number being called. If the screen displays **CAN'T DIAL**, hang up and try again.

If the call came from your home area code, then the screen displays only the seven digits of the number you're calling (without an area code). When you press **DISPLAY DIAL**, the phone dials the seven displayed digits. You must program your area code for this to work.

However, you can also program in up to two other local area codes. These are area codes that do not require dialing a "1" before them. After storing these area codes, if you receive a call from one of these area codes, the screen displays the ten digits (3 digits of area code plus 7 digits of phone number). When you press **DISPLAY DIAL**, the phone dials ten digits, without inserting a "1" before the area code.

If you receive a call from an area code not programmed in the phone, you will see ten digits on the screen (the area code and the phone number). The phone will automatically dial "1" before the number when you press **DISPLAY DIAL**.

NOTE: If you try to use the Display Dial feature, but your call cannot be completed unless you dial "1" before the number, follow the steps below:

- 1 Press **▲** or **▼** to locate the number you want to call.
- 2 Press **MENU**.
- 3 Use the softkey to select **OPTIONS**.
- 4 Select **DIAL 1+**.

Programming Local Area Codes

NOTE: You must program your home area code in order for the Display Dial feature to work correctly. Additionally, see Steps 4 and 5 in "Display Dial" for area codes that don't require dialing a "1" before them.

- 1 Press **MENU**.
- 2 Use the softkey to select **SETUP**.
- 3 Continue to select **NEXT** until the screen displays **AREA CODE 1**. Use the keypad to enter your home area code.
- 4 Select **CODE 2** to reach **AREA CODE 2** (the screen displays any current local area code—those that do not require dialing a "1" before them—stored here).
- 5 Select **CODE 3** to reach **AREA CODE 3** (the screen displays any current local area code—those that do not require dialing a "1" before them—stored here).
- 6 Use the keypad to enter the three-digit local area code.
- 7 Press **MENU** to exit.

Removing Call Records from History

Removing a Specific Call Record

- 1 Press **▲** or **▼** to scroll to the record you want to remove.
- 2 Press **MENU**.
- 3 Use the softkey to select **REMOVE**. The handset beeps and deletes the call record, and the screen displays **CALL REMOVED**.
- 4 Press **◀** or **▶** to continue scrolling, or use the softkey to exit.

Removing All Call Records

- 1 Press **▲** or **▼** to display the number of calls in the call history.
- 2 Press **MENU**.
- 3 The screen displays **REMOVE ALL?**. Select **YES** to remove all calls.
- 4 The screen displays **ARE YOU SURE?**. Select **YES** to remove all calls.
- 5 Press the softkey to exit.

Caller ID Display Messages

PRIVATE	The name or phone number is "blocked" at the caller's request.
UNKNOWN	Appears for some long-distance calls or calls originating in an area not offering Caller ID service.
REPEAT	Indicates that a call has been received more than once from this name/number since the last time you reviewed call history.
ERROR	Some information may be missing or incorrect because of interference on the line.

B A T T E R I E S

Charging the Handset Battery Pack

The batteries need charging when:

- The phone beeps four times when you press **PHONE**.
- The battery status icon on the screen is only partly displayed.
- The phone does not respond when you press **PHONE**, and no lights go on.

Place the handset in the base so the CHARGING light goes on. (You can place the handset face up or face down if the base is on a table; you can place the handset face down if the base is wall-mounted.) The batteries will be fully charged within 10 hours. Once the batteries are fully charged, you need only put the handset in the base when the top segment of the battery status icon flashes or remains off.

A fully charged battery maintains standby power for up to 12 days when the Handset Ringer Control switch is set to ON, and up to 21 days when the Handset Ringer Control switch is set to OFF.

If it's more convenient for you, you can leave the handset in the base all the time. It is impossible to overcharge the batteries. If you get a low battery indicator even after 10 hours of charging, the battery should be replaced.

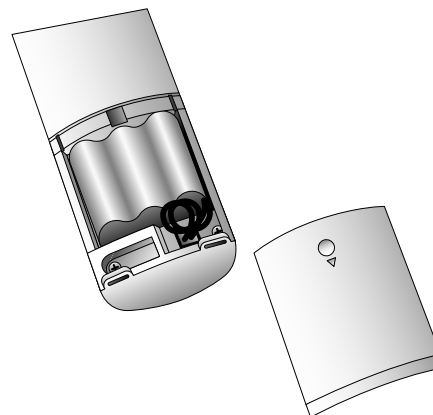


CAUTION: To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully.

- Use only Replacement Battery 4051.
- Do not dispose of the battery in a fire. The cell may explode. Check local codes for special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm.
- Follow the directions in this manual for charging the battery specified for use with this phone.
- Observe proper polarity orientation between the battery and the battery charger.

Replacing the Handset Battery Pack

- 1 Remove the battery case cover on the handset by pressing on the indentation and sliding the cover downward.
- 2 Lift out the old battery pack and unplug it from the handset.
- 3 Hold the new battery pack and plug the connector into the handset. (See illustration below). Place the battery pack into the case, so the wires rest below the battery pack.
- 4 Replace the cover by sliding it on its track up over the battery case until it snaps firmly into place.
- 5 The new batteries must be charged before using the phone. Place the handset face down in the base and allow it to charge for 10 hours. The telephone might operate before that, but for best performance, let the handset batteries charge fully.



O P E R A T I N G R A N G E

This cordless telephone operates at the maximum power allowed by the Federal Communications Commission (FCC). Even so, the handset and base can communicate over only a certain distance — which can vary with the locations of the base and handset, the weather, and the construction of your home or office.

If the handset is moved to a point where the base and handset can no longer communicate, the handset will sound two short beeps when you make a call, indicating that you are out of range. Move closer to the base to restore normal operation.

If you receive a call while you are out of range, the handset might not ring — or if it does ring, the call might not connect when you press **PHONE**. Move closer to the base, then press **PHONE** to answer the call.

If you move out of range during a phone conversation, you will hear noise or interference. To improve reception, move closer to the base.

If you move out of range while on a call, the phone will be left “off the hook.” To hang up properly, walk back into range, periodically pressing **PHONE** until the PHONE light goes off.

Changing Channels

This cordless telephone has an advanced 25-channel AutoSelect feature that minimizes the chance of interference.

In the unlikely event that you notice noise or interference while using the handset:

- 1 Press **CHANNEL**.
- 2 If the interference does not clear, continue to press **CHANNEL** until you find a clear channel (your call will not be interrupted)

— **OR** —

Move closer to the base and press **CHANNEL**.

NOTE: *You must be in range to change channels.*

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below. If you still have trouble, call 1 800 722-9125.

If the phone does not work at all, check these items first

- Make sure the power cord is plugged into the base and an electrical outlet.
- Make sure the telephone line cord is plugged firmly into the base unit and the telephone jack.
- If the phone does not beep, or beeps four times when you press **[PHONE]**, the batteries might need recharging.
- If the handset battery status icon is partly displayed, the battery needs recharging.
- Make sure the battery pack is installed correctly.
- If the battery pack will still not charge, replace it with Lucent Technologies Replacement Battery 4051.
- If the above suggestions do not solve the problem, try resetting the security code (see next section).

If you hear a two-beep signal when you try to use the handset

- The handset and base are not communicating properly. You might be out of range while attempting to dial. Move closer to the base and try the call again.
- If moving closer to the base does not help, the handset and base might be set to different security codes.

To reset the security code, try the following:

- Place the handset in the base, and check to make sure the CHARGING light is on. Wait 15 seconds, then pick up the handset and press **[PHONE]**. The phone should operate properly. If it does not, try the next step.
- Place the handset in the base, and check to make sure the CHARGING light is on. Unplug the AC adapter from the outlet, wait 15 seconds, then plug it in again. The CHARGING light should go on. Wait another 15 seconds, then pick up the handset and press **[PHONE]**. The phone should operate properly. If it does not, try the next step.
- Pick up the handset, open the battery compartment, and unplug the battery pack. Wait 15 seconds, then re-install the battery pack, close the battery compartment, place the handset in the base, and check to make sure the CHARGING light is on. Wait another 15 seconds, then pick up the handset and press **[PHONE]**. The phone should operate properly.

If you have no dial tone

Check all the previous suggestions. If you still do not hear a dial tone, disconnect the phone and try another phone in the same jack. If there is no dial tone on that phone either, the problem is probably in your wiring or local service. Call your local telephone service company.

If you hear noise or interference when using the phone

- You may be out of range. Move closer to the base.
- Press and release **[CHANNEL]** to change to another of the 25 channels available. If the noise is exceptionally loud, move closer to the base before changing channels.
- Household appliances plugged into the same circuit as the base can sometimes cause interference. Try moving the appliance or the base to another outlet.
- The layout of your home or office might be limiting the operating range. Try moving the base to another location, preferably on an upper floor.

If the phone does not ring when you receive a call

- Make sure the handset ringer switch is set to **ON**.
- Make sure the telephone line cord is connected firmly to the base and the telephone jack. Make sure the power cord is plugged into an outlet not controlled by a wall switch.
- You might be too far from the base. Move closer to the base.
- You might have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of the other phones.
- Press **[CHANNEL]** to change to another channel.

If you hear other calls while using the phone

- Press **[CHANNEL]** to change to another channel.
- Disconnect the base from the telephone jack and plug in a corded telephone. If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone service company.

If your telephone misdials or you don't hear the other person right away

It might take a few seconds for your handset to find a good connection to the phone system. While it is searching, the **PHONE** light blinks rapidly. Do not start dialing until the **PHONE** light is on steadily.

IN CASE OF DIFFICULTY

If you hear noise in the handset and the buttons don't work

The base unit and handset might not be set to the same security code. Place the handset in the base for at least 15 seconds to reset the security code.

Display Dial feature does not work

- Check to make sure you have stored correctly your area code or the phone number you are dialing.
- This feature might not work if the phone is connected to a Private Branch Exchange (PBX).
- The feature will not work if the screen displays **ERROR**.

The caller's name or phone number is not displayed

- Make sure you subscribe to Caller ID service or Caller Name service from your telephone company.
- Caller ID service might not work when the phone is connected to a Private Branch Exchange (PBX).
- Caller ID feature is inactive during a power interruption.

The caller's name or phone number is not displayed during Call Waiting

- Make sure you subscribe to combined Caller ID service with Call Waiting.
- If you subscribe to the combined service, make sure you have this feature turned on (see "Call Waiting" in the CALLER ID section of this manual).
- The screen will not display the call information if someone is on an extension phone.
- Caller ID feature with Call Waiting is inactive during a power interruption.

The Memory Match feature does not work

- If the call is from a location using multiple lines, the calling number might not match the number you stored in memory.
- You must mark a stored number as Priority in order for this feature to work.